



ELEVATOR MALFUNCTIONS

Directive: 12 – 106

Date of Issue: July 2013 Amends/Cancel: G.O. 10-01

I. PURPOSE

The purpose of this Directive is to establish policy and procedures regarding elevator malfunctions resulting in people being unable to exit under normal circumstances.

II. POLICY

All members of the Department of General Services Maryland Capitol Police (DGS-MCP) will strictly adhere to the procedures set forth in this Directive.

III. PROCEDURES

A. The following procedures will take place whenever DGS-MCP receives a report of people being unable to get off an elevator under normal circumstances.

1. Police Communication Operator:

- (a) Keep person on the phone.
- (b) Verify building number, elevator number, and location (if possible.)
- (c) Dispatch Police Officer.
- (d) Notify FOM (work control during business hours/on call staff on weekends/holidays.)
- (e) Notify Shift Commander.
- (f) Call the appropriate Elevator Company. Report people are trapped in elevator number ____ and request estimated time of arrival of the on call mechanic.
- (g) Re-establish communication with elevator if necessary. Inform occupants help is on the way. Wait for the elevator mechanics arrival.

2. Police Officers:

- (a) Do not attempt to open the doors.
- (b) Do not attempt to get trapped occupants off an elevator by yourself.
- (c) Determine the disposition of those inside the elevator.
- (d) Should the situation be complicated by medical conditions, extreme panic or other circumstances recommend to Shift Commander the local Fire Department be notified.

- (e) Remain with occupants until elevator Repair Company or Fire Department arrives.

3. Shift Commander:

- (a) Notify Detachment Commander.
- (b) Report to scene.
- (c) Confer with FOM on course of action.
- (d) Assign Officer CAD report.

4. Detachment Commander:

- (a) Notify Chief of Police or his designee in the event the Fire Department is activated.
- (b) The Detachment Commander is ultimately responsible for making sure all policies and procedures have been followed.

B. Fire Department

1. All costs associated with any damages caused by the Fire Department is the responsibility of DGS, therefore it is imperative FOM has a voice in any decision to call the Fire Department.
2. The decision to notify the Fire Department may vary from building to building, Detachment to Detachment and circumstance to circumstance.

Some situations may allow for a greater response time from the Elevator Repair Company while the same time frame under different circumstances may require a Fire Department response.

Shift Commanders should coordinate their response not only with the Detachment Commander but with FOM to ensure the best decision for all is rendered.

C. Inoperable Elevators

1. Upon notification of an inoperable elevator in any DGS-MCP secured facility Police/Security Officers will notify Police Communications who in turn will notify Facilities Operations and Maintenance.
2. Police/Security Officers may be asked to post “Out of Service” signs on all *floors* of the building. (Not just the lobby)
3. Prior notification may prevent persons from getting trapped or injured on an inoperable elevator.